



## GRIEVANCE PROCEDURE

Westmont has procedures for resolving complaints or grievances regarding the provision of reasonable accommodations and support services.

Students who wish to appeal decisions regarding requested accommodations utilize the following process:

- **Initial appeal:** Request an in-person meeting with the Accessibility Resource Office (ARO) to resolve his or her complaint within five working days of identifying a complaint regarding a determined accommodation.
- **Secondary appeal:** If the outcome of the meeting with the ARO does not resolve the complaint, the student will appeal in writing to the ADA/Section 504 grievance officer, the Vice-Provost. The student will receive a response to their appeal from the grievance officer within five working days following receipt.
- **Final appeal:** If the complaint is not resolved to the student's satisfaction, he or she may appeal to the provost as the final level of review. This final appeal must be made in writing to the provost within 10 days following receipt of the written response from the grievance officer, and specify the reason(s) for the student's appeal.

At the time of the final appeal, the provost will determine the process for reviewing the appeal and a plan for a response. The response will include who will be involved and the projected timeline for determining a decision. The timeline of a final appeal can only be determined by the individuals or committees involved in the review process. This process may include the Registrar, the Westmont Executive Team, and the Academic Senate. As soon as possible, following receipt of any written report and recommendations from the(se) reviewer(s), the Provost will issue a final decision in writing to the student. The Provost's decision on the appeal is final, and no other office will accept or review appeals following the decision.

As required by applicable laws and regulations, Westmont College does not discriminate on the basis of disability in admission, access to, or treatment in, the programs, services, and activities it operates.

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